

ATO Phone Numbers

Concept

From time to time the ATO does contact you or your businesses, and it can be impossible to know whether it is legitimate or a scam.

The ATO does from time to time leave messages and provide a 1300 number to return the call. Again, some of these numbers are legitimate.

ATO General Phone Numbers

The ATO website provides a directory of numbers, and which ATO Business Lines they belong to.

- [ATO Website General Directory](#)

BAS Agents also have their priority lines via 13 72 86 with fast key codes to access the right area.

- [BAS Agent Fast Key Code Directory](#)

Proof of Identity

The ATO's current guidelines behind their system for how you prove that you are allowed to talk to them about a particular client are provided on the [ATO website](#).

In short:

Step 1 – Quote your RAN

If you phone us on the Registered agent phone line (**13 72 86**), you must provide your registered agent number (RAN).

Step 2 – Identify the account you want to access

You can identify the account you want to access by providing one of the following, the taxpayer's:

- Australian Business Number (ABN)
- Tax File Number (TFN)
- Name

Step 3 – Provide POI for the account

The POI we need depends on whether your RAN is already on the account and for which taxpayer role, as shown below.

POI Requirements by Access Type

Access type 1:

Registered agent listed on the taxpayer's account for the role

You must provide details from an ATO generated notice or lodged return that is no more than five years old and relates to the taxpayer, including:

- a Notice of Assessment sequence number.
- a Document Identification Number (DIN).
- a correspondence reference number.
- the date and name or title of a letter or notice we have sent you, that may or may not have a unique identification number, but can be confirmed by our systems.
- income.
- deductions claimed.

Access type 2:

Registered agent listed on the taxpayer's account but not for the role

You must refer to an ATO generated notice or lodged return that is no more than five years old and is relevant to the role. You must also provide one of the following relating to the taxpayer:

- their TFN (if not already provided as an identifier)
- their date of birth, if applicable
- their address – business, postal or email

Where another registered agent is listed on the account for a role, the notice you refer to must be more recent than any authority a taxpayer has provided for that role.

Note: *Our systems only support one registered agent against a role.*

Where you are the registered agent for the taxpayer and another registered agent is listed on the role, you must provide details from the latest lodged activity statement or tax return.

Access type 3:

Registered agent not listed on the taxpayer's account

You must refer to an ATO generated notice or lodged return that is no more than five years old and is relevant to the role. You must also provide one of the following relating to the taxpayer:

- their TFN (if not already provided as an identifier)
- their date of birth, if applicable
- their address – business, postal or email

Where another registered agent is listed on the account for a role, the notice you refer to must be more recent than any authority a taxpayer has given for that role.

You must also provide verbal assurance that you have a signed authority.

Note: *Our systems only support one registered agent against a role.*

Where you are the registered agent for the taxpayer and another registered agent is now listed on the role, you must provide details from the latest lodged activity statement or tax return.